

Customer Service Values and Standards

MISSION STATEMENT: *"Helping to heal all we touch."*

One of St. Joseph Health System's core values is service. Every interaction is a unique opportunity to serve one another, the community and society. At Queen of the Valley Medical Center, we are committed to listening to and learning about the needs of our customers, then responding to those needs through the services we provide.

DEFINITION OF CUSTOMER: *Any person we come in contact with including patients, visitors, physicians, volunteers, students, community members and employees.*

VALUES AND STANDARDS:

A. Accountability/Ownership

- 1. We will know and take personal responsibility for our Customer Service Values and Standards.*
- 2. We will be responsible and accountable for the satisfactory outcome of problems and complaints.*
- 3. We will respect, protect and maintain the assets of the organization as if they were our own.*
- 4. All staff are responsible for the appearance of our facility.*

B. Empathy/Compassion

- 1. We will maintain a peaceful, calm, and quiet environment.*
- 2. We will make each person's visit more comfortable by escorting visitors to desired locations, finding answers to all questions, and patiently demonstrating and explaining treatment procedures.*

C. Professionalism

- 1. We will not display any negative behaviors. Disputes and disagreement will be kept private.*
- 2. We will behave and dress in a professional manner.*

D. Positive Attitude/Passionate

- 1. We are guided by the Golden Rule; treat others the way we would want to be treated, express our empathy through acts of kindness and continually demonstrate that we value the perspective of others.*
- 2. Be the best that we can be in our job. Achieve the highest standards of performance and ethics.*
- 3. We take pride in our jobs, in the quality of our service and in the way we treat people.*

E. Responsiveness

- 1. We anticipate customer needs. We are empowered to meet or exceed them at all times.*
- 2. We will respond immediately to every situation in order to accomplish customer satisfaction and do everything we can to satisfy the customer.*

I can accept and I will support to the best of my abilities the customer Service Values and Standards.